

AMENDMENT TRANSMITTAL LETTER (Large Entity)Applicant(s): **Dezonno**

Docket No.

93766

Application No.

09/995,027

Filing Date

November 27, 2001

Examiner

B. Q. Bui

Customer No.

24628

Group Art Unit

2642

Confirmation No.

9621Invention: **Method And System For Routing Transactions In An Automatic Call Distribution System****Based On Non-Voice Dialog Agent Skill Set****RECEIVED****OCT 06 2004****COMMISSIONER FOR PATENTS:****Technology Center 2600**

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	39 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	6 -	6 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. _____ in the amount of _____
- ☐ A check in the amount of _____ to cover the filing fee is enclosed.
- ☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account **23-0920**
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☒ Any patent application processing fees under 37 CFR 1.17.
- ☐ Payment by credit card. Form PTO-2038.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.


SignatureDated: **September 28, 2004**

Eric D. Cohen
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Registration No. **38,110**

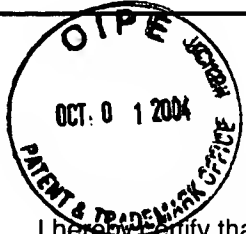

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(Date)


Signature of Person Mailing Correspondence**Eric D. Cohen, Registration No. 38,110**

Typed or Printed Name of Person Mailing Correspondence

cc:

CERTIFICATE OF MAILING BY FIRST CLASS MAIL (37 CFR 1.8)			Docket No.	
Applicant(s): Dezonno			83766	
Application No. 09/995,027	Filing Date November 27, 2001	Examiner B. Q. Bui	Customer No. 24628	Group Art Unit 2642
Invention: Method And System For Routing Transactions In An Automatic Call Distribution System Based On Non-Voice Dialog Agent Skill Set				
			RECEIVED	
			OCT 0 6 2004 Technology Center 2600	
I hereby certify that this <u>Amendment A</u> <i>(Identify type of correspondence)</i>				
is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on <u>September 28, 2004</u> <i>(Date)</i>				
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Note: Each paper must have its own certificate of mailing.				
<div>Amendment Transmittal Letter (Large Entity); Amendment "A" and Reply Pursuant to 37 C.F.R. §1.111; and Postcard.</div>				